

## Background

Located in West Allis, Wisconsin, The Village at Manor Park has been providing healthcare for seniors since 1925. The site offers a friendly village, two hospices and one small healthcare facility, and has recently expanded to include Trinity Village and Trinity Court, two additional healthcare facilities.

## Case Study | The Village at Manor Park

**“There were many products on the market, but because of the ScriptLogic name and our history with the company, we decided to go with Enterprise Security Reporter,” said Jeff Westphal, IT administrator at The Village at Manor Park.**

## The Challenge: HIPAA Compliance Looms over Small IT Staff

A small team of IT administrators at The Village at Manor Park, including Jeff Westphal, IS network specialist, and Joe Daley, director of network management, are all too familiar with the routine demands of IT management for the facility’s nearly 270 desktops, 300 users and 30 servers. After years of wrestling with IT dilemmas, it takes a lot to faze these network management veterans, but when the Health Insurance Portability and Accountability Act (HIPAA) required healthcare organizations to enforce a “Security Management Process” and perform “Information Access Management” the new regulations sent Westphal and his team reeling.

At the time, the Village had a limited array of network administrative tools. During particularly busy cycles, Daley would hire a consulting firm to assist his IT department. More importantly, the facility had no system in place to restrict users from accessing confidential patient information – a direct violation of HIPAA regulations.

Westphal recalls the confusion and frustration the staff experienced as they attempted to monitor permissions without a solution. It seemed almost impossible to grant healthcare professionals necessary and authorized access to patient files while simultaneously monitoring the network for unauthorized use. The records regarding employee access to patient data were convoluted, and auditing became a Herculean task. Since there was a possibility of failure to comply with key regulations, the Village was in danger of scrutiny by auditors who could impose massive fines.

The IT staff at the Village quickly recognized the need for immediate action, but one problem remained: while HIPAA regulations are relatively clear about what is required for compliance, they don’t prescribe the tools that should be used to achieve it. Like so many grappling with government regulations, the IT administrators needed answers.

## The Solution: Enterprise Security Reporter Shows Compliance

For many years The Village at Manor Park had been a ScriptLogic customer, a relationship that began with a purchase of ScriptLogic’s Desktop Authority. Westphal had heard of ScriptLogic’s Enterprise Security Reporter, which could generate comprehensive and formatted reports on file permissions, group memberships and other security settings on Windows NT, 2000 and 2003 servers.

Daley and Westphal sprang to action. Encouraged by ScriptLogic’s reputation, their positive experience with Desktop Authority and the fact that Enterprise Security Reporter could help the Village with regulatory compliance, they purchased the software solution in 2005.

Once installed, Enterprise Security Reporter immediately began gathering information on network server security and the users and groups found in Microsoft Active Directory. Once gathered, this information can be analyzed to produce reports that radically simplify the management of the overall security of the facility, and of patient records in particular.

Enterprise Security Reporter allowed the IT staff to proactively address the Village’s needs for assessment, assignment and auditing of permissions. Using file permissions reports, together with group membership analysis, it was easy to see who did or did not have access to certain files.

Empowered with this knowledge, Westphal then reassigned permissions so that only authorized employees could gain access to confidential material. With Enterprise Security Reporter in the picture it became very easy to ensure that the correct permissions were in place, and to grant healthcare professionals access to patient files, while denying unauthorized users.

Having assessed and assigned permissions for all Village personnel, the IT staff could now use Enterprise Security Reporter to continually audit and review permissions on their file servers on an ongoing basis – another important facet of HIPAA compliance.

## The Benefits:

Westphal describes the change from his time before Enterprise Security Reporter to now as the difference between night and day. Before Enterprise Security Reporter, the Village would have to hire a consultant firm to help them navigate through Active Directory and NTFS file server permissions, which could take months.

Today, the IT staff can easily generate simplified reports to help demonstrate compliance in minutes. Enterprise Security Reporter performs automatic, daily auditing and fears of HIPAA auditors and colossal fines no longer plague them. The staff can rest assured that the facility is secure and compliant.

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## About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 16,000

customers use ScriptLogic solutions to manage approximately 4 million desktops and 90,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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